



Utah Department of Workforce Services

[refugee.utah.gov](http://refugee.utah.gov)

## RESOURCE MANUAL

June 2010

State of Utah Refugee Services Office

140 East 300 South, Salt Lake City 84111

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**801-526-9787**

**801-526-9775**

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**801-526-9759**

**801-526-9796**

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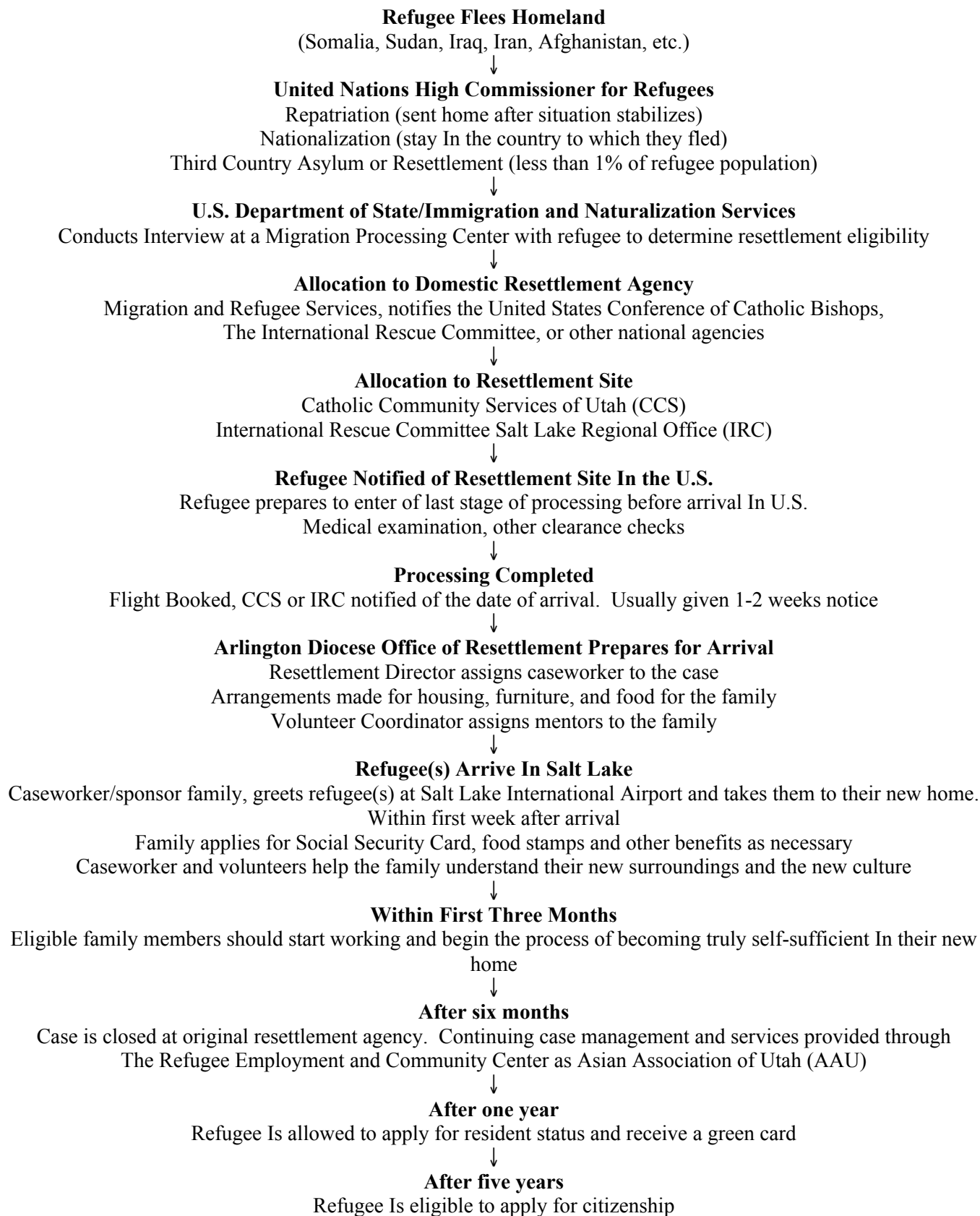
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# **Who Refugees Are and How They Get Here**

## **Who is considered a Refugee?**

A refugee is someone who “owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country.”

## **Who decides who is a Refugee?**

UNHCR conducts interviews to decide if a person should be granted refugee status. UNHCR seeks to find what it calls a durable solution for any refugee situation. There are three durable solutions: 1) voluntary repatriation to the home country, 2) integration into the country of asylum, and 3) resettlement in a third country, such as the United States.

## **Which refugees are eligible for U.S. resettlement?**

A person who meets the definition of refugee may be eligible for U.S. resettlement if he or she:

- ❑ has a particularly compelling history of persecution;
- ❑ is a member of an ethnic or religious group that is considered by the United States to be of special humanitarian concern; or
- ❑ is the spouse, unmarried child, or parent of a refugee who has been resettled or is a U.S. permanent resident or an asylee in the United States.

## **How are refugees processed for U.S. resettlement?**

Overseas processing entities (OPEs) interview applicants, prepare paperwork for USCIS, and arrange medical examinations and background security checks for refugees approved by USCIS. The International Organization for Migration (IOM) arranges transportation to the United States. Refugees are expected to repay the cost of their transportation once they get established. Before departure, refugees receive cultural orientation, which provides them with information about life in the U.S., and helps them establish realistic expectations about resettlement.

## **Who helps Refugees resettle in Utah?**

In Utah there are two resettlement agencies. The International Rescue Committee (IRC) and Catholic Community Services (CCS). The resettlement agency is the most important source of information and assistance during the refugees' first months in the United States. The resettlement agency ensures that refugees are welcomed at the airport; arranges for their housing, furniture, and basic household supplies; conducts orientation; and prepares a resettlement plan, which includes referrals to social services and employment.

# Glossary Of Terms

**Affidavit of Relation (AOR):** A form filled out by the anchor to try to reunify family and friends. (Only a few countries participate in reunifications programs at any given time.)

**Anchor:** The person who requests a refugee be resettled in their area by submitting an AOR.

**Asylee:** a person who leaves his/her country of origin and applies for protection in another country. An asylee must prove a “well founded fear of persecution.” See “Refugee”.

**Case Manager:** a person employed by a resettlement agency to work with refugees.

**Country of First Asylum:** The first country a refugee flees into and files for protection or asylum.

**Country of Origin:** The country a refugee flees from.

**Department of Workforce Services (DWS):** A government agency who helps people with food stamps, Medicaid, cash assistance, childcare and work plans, among other things.

**Health Screening:** Every refugee resettled in the US must have one within the first 30 days.

**Illegal Immigrant:** A person who has entered a country without legal or expired documents.

**Immigrant:** A person who chooses to live in a country other than his/her country of origin.

**International Organization for Migration (IOM):** Refugees receive travel loans from IOM.

**Internally Displaced People (IDP):** People who flee but remain within their country’s borders.

**Match Grant:** A federal program, administered by resettlement, to help refugees get employed quickly. Must enroll within 30 days, and cannot have accessed cash from DWS during that time.

**Office of Refugee Resettlement (ORR):** Provides policies and programs for refugees.

**Principal Applicant (PA):** The person under whom a case is officially listed.

**Reception and Placement (R&P):** \$425 per person - Housing (rent, deposit, furnishings, supplies) Clothing, Case Management, Job Development, and financial assistance for the first 30 days.

**Refugee:** A person who has fled their home country and crossed an internationally recognized border. A refugee must have suffered past persecution or have a well-founded fear of future persecution in his/her country of origin based upon race, religion, nationality, political opinion and/or membership in a particular social group

**Repatriation:** When a refugee voluntarily returns to his/her country of origin.

**United Nations Commissioner for Refugees (UNHCR):** Leads and coordinates international action for the worldwide protection of refugees and the resolution of refugee problems.

# Department of Workforce Services (DWS) Refugee Team

**Metro DWS Office, 801-536-7000**  
720 South 200 East, SLC, UT 84111  
[jobs.utah.gov](http://jobs.utah.gov)

**Felecia Maxfield, Eligibility Supervisor**, 801-536-7178, [fmaxfie@utah.gov](mailto:fmaxfie@utah.gov)  
**Seth Whitmill, Employment Counselor Supervisor**, 801-567-3881, [swhitmil@utah.gov](mailto:swhitmil@utah.gov)

**Food Stamps:** Anyone who meets eligibility requirements is entitled to receive these benefits.

## **Cash Assistance Programs:**

Refugee Cash Assistance – “RCA”

Family Employment Program (for single parents) – “FEP”

Family Employment Program (for married couples with children) – “FEP TP”

General Assistance – “GA” – administered by a specialized team at the downtown office

Emergency cash assistance - Available once a year, to cover rent and/or utilities for families with children

**Childcare:** Relatives who do not live in the same house are allowed to provide childcare for a DWS customer’s child(ren) while the customer works or otherwise participates.

## **Medicaid Programs:**

Health Program Representative: **Teri McPhail, 801-567-3940**, [tmcphail@utah.gov](mailto:tmcphail@utah.gov)

Refugee Medicaid - 1st 8 months In Country

Traditional Medicaid

Non-Traditional Medicaid

CHIP – for kids - Open enrollment

PCN – for adults - Call for enrollment Information

Molina and Healthy U are Medicaid HMOs. Make sure to use the correct facility and provider.

# Employment

For detailed information, go to [jobs.utah.gov](http://jobs.utah.gov)

## **Easter Seals Senior Community Service Employment Program**

720 South 200 East (DWS Office upstairs), **801 536-7009**, [www.easterseals.com/SCSEP](http://www.easterseals.com/SCSEP)  
55 or older? Looking for Work? Let us Help You Join the Workforce

## **Salt Lake County - Youth EmployAbility Services (YES) 801-468-0115**

1385 South State Street, Suite #123, Salt Lake City, UT 84115,  
The Youth EmployAbility Services (YES) program assists eligible, low-income youth ages 16-21 who have significant barriers to employment.

## **Salt Lake County Aging Services, 801-468-3050**

2001 South State Street, # N2300, Salt Lake City, UT 84190, [www.slcoagingservices.org](http://www.slcoagingservices.org)

**Senior Employment** - The Senior Community Service Employment Program (SCSEP) is a federally funded work-training program for County residents 55 or older. Paid on-the-job-skills training, computer training, job search assistance, resume' assistance and interview coaching.

# Resettlement Agencies

## **Catholic Community Services (CCS)**

**Jurisdiction for the first six months, then referred to AAU**

745 East 300 South, SLC, Utah 84102 <http://www.ccsutah.org> , 801 977-9119

**Aden Batar, Director, Refugee Resettlement and Immigration, 801 428-1254,**  
[abatar@ccsutah.org](mailto:abatar@ccsutah.org)

**Vladimir Kljajic, 801 428-1248**

**Janet Healy, Volunteer Coordinator, 801 428-1242, [jhealy@ccsutah.org](mailto:jhealy@ccsutah.org)**

**Rebecca VanMaren, Assistant Volunteer Coordinator, 801 977-9119, X1155,**  
[rvanmaren@ccsutah.org](mailto:rvanmaren@ccsutah.org)

**Alyssa Williams, J.D., Immigration Attorney, 801 977-9119, [awilliams@ccsutah.org](mailto:awilliams@ccsutah.org)**

## **International Rescue Committee (IRC)**

**Jurisdiction for the first 2 years, then referred to AAU**

231 East 400 South, Suite 50, SLC, UT 84111

After Hours: 913-4732 (Leave a message for emergencies only.)

[http://www.theirc.org/where/united\\_states\\_salt\\_lake\\_city\\_ut/](http://www.theirc.org/where/united_states_salt_lake_city_ut/)

**Patrick Poulin, Resettlement Director, 801 328-1091, ext 114, [Patrick.Poulin@theIRC.org](mailto:Patrick.Poulin@theIRC.org)**

**Stacey Shaw, Casework Supervisor, 801 328-1091, ext 121, [Stacey.Shaw@theIRC.org](mailto:Stacey.Shaw@theIRC.org)**

**Kaitlyn Dixon, Volunteer Coordinator, 801 328-1091, ext 125, [kaitlyn.dixon@theIRC.org](mailto:kaitlyn.dixon@theIRC.org)**

Resettlement agencies are required to provide Core Services as stipulated by the Cooperative Agreement they enter into with the U.S. Department of State. Resettlement agencies employ Case Managers, Medical Coordinators and Job Developers to help carry out their responsibilities.

### **Pre-Arrival Support:**

Housing set-up, including furnishings and household supplies, Food, Clothing, and Airport Reception.

### **Post-Arrival Support to be completed within the first 30 days:**

Assessment; Employment Plan; Match-Grant orientation, Food Stamps, Medicaid, and Cash Assistance if Match Grant declined; Social Security and Selective Service; Health Screening; School Enrollment for Children, ESL Enrollment for Adults.

### **Additional Services:**

WIC, HEAT, and Housing Programs.

# **Refugee & Immigrant Center @ Asian Association of Utah (RIC@AAU)**

1588 South Major Street (35 East between State and Main) SLC, Utah 84115

<http://www.aau-slc.org/>

**Shu Cheng, Executive Director, 801 412-0577, ext. 225, [shu@aau-slc.org](mailto:shu@aau-slc.org)**

## **EMPLOYMENT and SUPPORTIVE SERVICES**

**Lina Smith, Director, 801-412-0577, ext. 230, [linas@aau-slc.org](mailto:linas@aau-slc.org)**

**Gayane Manukyan, Volunteer Coordinator, 801-412-0577, ext. 227, [GayaneM@aau-slc.org](mailto:GayaneM@aau-slc.org)**

**Nyuol Nyuol, Lead Case Manager, 801 412-0577, ext. 222, [NyuolN@aau-slc.org](mailto:NyuolN@aau-slc.org)**

**Polina Konnonuchkova, Interpreter Coordinator, 801 412-0577, ext 209 or 801 599-3947**

**Crisis Rental Assistance - 801 412-0577, ext 277**

Upgrading Employment, Employment Workshops, Individual Job Placement,  
On-The-Job-Training, Vocational English Training, Licensing and Diploma Recertification  
Translation, Interpreting, and Transportation Services

Housing, HEAT (Utility Help)

WIC (Women and Infant Children), SSI (Social Security Income), CHIP (Children Health),  
Medical, Dental, Eye Care, and Mental Health

**1/2 Price Bus passes** available at the Refugee Center at Asian Association

Cost: \$33.50 (money order required)

See **Gayane Manukyan, 801 412-0577, ext 227 or [GayaneM@aau-slc.org](mailto:GayaneM@aau-slc.org)**

## **Family Services**

**Steven Ha, Director, 801 467-6060, X245 or 801 750-3533, [stevenh@aau-slc.org](mailto:stevenh@aau-slc.org)**

Prevention programs include: summer school, youth leadership, parenting education, social skills, tutoring, etc. Intervention programs include: youth and family case management, family crisis intervention. Mental health services include: mental health evaluation, prevention/early intervention, therapy, substance abuse treatment, anger management, domestic violence treatment, DUI, etc.

## **English As a Second Language and Citizenship Test Preparation**

**Marilyn Nunez, ESL Director 801-467-6060, [marilynn@aau-slc.org](mailto:marilynn@aau-slc.org)**

Programs Includes day and evening ESL classes at three levels, with referral and liaison with resettlement agencies, DWS, and local refugee providers. Free or low-fee, small-group pre-literate to Intermediate English classes, emphasizing life skills and pre-employment. Computer literacy and U.S. civics is also offered.

**Citizenship test practice - Friday 9:00 a.m. or by appointment**



# **Lutheran Social Services – (LSS)**

4392 South 900 East  
Salt Lake City, Utah 84124  
Hours: Monday-Thursday; Noon to 8 pm  
[www.lssu.org](http://www.lssu.org)

**Leslie Whited, CEO/Director of Ministry, 801-588-0139, [lssutah@yahoo.com](mailto:lssutah@yahoo.com)**

Jose Bonilla      **801-703-3274**

Milka Vladic      **801-860-3099**

## **Refugee, Asylee, First Generation Literacy**

More Blue Sky Computer Center - Adults  
After School & Summer School – Children  
Holiday Essentials Celebration – December

## **Manna Market - Refugee Food Bank**

Food Give-away on Thursday Afternoons  
Clothing and Household Vouchers  
One-time Emergency UTA Bus Pass

## **Refugee and First Generation Literacy Program**

Monday – Thursday English Learning and Creative Economics courses  
One-to-one English language tutoring and conversation available

## **More Blue Sky Center**

Free Internet Access  
Low-Income Vouchers  
Resume Construction  
Employment and Housing Searches  
English Learning Software

## **Green Waters Health Center**

Migun Acupressure Massage  
Reiki, Tai Chi, Sign Chi Do Classes  
Ask a Parish Nurse Program

## Refugee Community Organizations

### Ahiska Turks

Suleyman Khalilov

801 759-9525

ahiskata@mail.RU

801 908-7231

### Bhutanese Community

Ghana Dulal

801 708-3594

Ghana.Dulal@theirc.org

Mukti Buhrtel

801 688-9852

muktibhurtel@yahoo.com

### Bosniak Islamic Society

Serif Delic

801 746-7172

serifdelic@gmail.com

### Bosnian and Hercegovinian Communities

Edin Curic

801 244-1544

edincuric@comcast.net

801 466-1357

### Burmese Community

Zaw Htike

801 688-2800

zaw.htike@theirc.org

### Burundi Community

Gustave Gitakuzi

801 792-0602

shabgust@yahoo.com

Vumillia Evangelne

801 604-6267

Onesphore Bukura

801 634-3688

bukurones@yahoo.com

Leonidas Nikuunziza

801 696-1032

leonkuru@gmail.com

Evariste Kabura

801 548-0064

Goreth Ntahizaniye

801 662-9597

gorethn1@gmail.com

### Chad Community

Terap Seid

801 688-0397

terap9@yahoo.com

### Chin Community

Philip Khimang

813 952-0928

pkhimang\_mang@yahoo.com

### Congolese Community

Steve Kalala

801 359-0882

stevekalala82@yahoo.com

Cathy Lokemba

435 849-2365

catshilokemba@yahoo.com

Andre Muhimzi

801 654-2668

lesmuhimzi@gmail.com

Andre Tambwe

801 274-3166

andretambwe@gmail.com

Emmany Makonga

emmanymakonga@yahoo.com

## **Refugee Community Organizations (Continued)**

### **Equatorial Community**

Seme Anoka	801 322-0301	semeanoka@msn.com
Steven Oliver	801 879-4747	
Michael Ade	801 696-0573	michaelade@live.com

### **Eritrean Community**

Tesfaalem Mahari	801 503-1955	tesfaalemmahari@yahoo.com
Solomon Addas	801 577-5218	solomonA@aau-slc.org
Rozina Bahlibi	801 548-5274	utaheritea@live.com

### **Ethiopian Community**

Mike Mamo	801 502-5164	mikesmamo@gmail.com
Facil Feye	801 964-0837	facilx@yahoo.com
Bethlehem Wondimu		BWONDIMU@utah.gov

### **Iraqi Community**

Mohammed Qaisar	801 599-8788	mohamed@iraqicu.org
Samira Harnish	801 979-7753	samira@iraqicu.org
Ahmed Anad	801 638-0227	ahmedalhichami@yahoo.com
Mazen Hamoudi	801 759-2486	mazenhמודي@iraqicu.org
Rola Abdelhameed		rula_sadik@yahoo.com
		rula@iraqicu.org

### **Karen Community**

Ler Wah	801 759-5328	qarroehoover@gmail.com
T'May Pah	801 435-3635	payT@aau-slc.org

### **Karenni Community**

Swe Wah	801 638-7341	swa@utah.gov
Bel Reh	801 347-7928	behrehhtoo@gmail.com

### **Kivus Community**

Zeze Rwasama	801 513-9336	zrwasama@utah.gov
Luc Kabuya	801 530-9676	lukekabuya@yahoo.com

## **Refugee Community Organizations (Continued)**

### **Liberian Community**

Johnny Wulah	801 649-7525	jb0112001@yahoo.com
Hajie Goll	208 357-8105	hagone44@yahoo.com
Philip Doe	801 347-4650	
Florence Garley	801 604-1031	
Konan Amos	801 856-0481	konanamosstar@yahoo.com

### **Myanmar Indigenous Community**

Kyaw Khaing	801 822-6624	khaingmin@yahoo.com
Ahnan Lapang	801 512-6264	ahnanbote@yahoo.com
Shawm Lian	801	sawmilian10@gmail.com

### **Nigerian Community**

Chief Samson	801 721-3709	
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### **Ogoni Community**

Godpower Pienu		akpobarrrip@msn.com
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### **Rwandese Community**

Jackie Mukasafiri	801 635-8784	mujacky04@yahoo.fr
Valentine Mukundente	801 706-1227	vmukundente@yahoo.com
Frederic Mugiraneza	801 915-4611	frederic.mugiraneza@gmail.com
Fredrick Ntabwoba	801 347-7129	frebakotssi@yahoo.com
Agnes Mukantagara	801 548-7444	agnefabi@yahoo.fr

### **Salt Lake American Muslims**

Ghulam Hasnain	801 671-6709	saltlakemeric@yahoo.com
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### **Sierra Leonean Community**

Emmanuel Lebbie	801 663-8601	elebbie@netzero.net
Amid Bakarr	801 561-1564	bakarrabdul@hotmail.com
Jeremiah Newlove	801 867-8034	pearldonne2008@yahoo.com
Abdulai Salankole	801 815-4946	eddykole@yahoo.com

## **Refugee Community Organizations (Continued)**

### **Somali Bajuni Community**

Ishmael Mohamed	801 289-6761	ismail.bajuni@yahoo.com
Omar Mustapha		bnyassin@hotmail.com

### **Somali Bantu Association of Utah**

Osman Hassan	801 815-8815	osmanh@aaui-slc.org
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### **Somali Bantu Community**

Yahya Abdalla	801-915-5054	yahya.abdalla@gmail.com
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### **Somali Community Self-Management**

Ahmed Hassain	801 347-9421	tabliiq45@hotmail.com
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### **Somali Community Services of Utah**

Abdulahi Kulmiye	801 638-2935	abdull2001@yahoo.com
Abdinasir Abdulle	801 645-4490	aabdulle@utah.gov
Ahmed Ali	801 898-6761	
Osman Ahmed	801 654-2680	Osmanahmed@utah.gov
Abdi Sheikh	801 596-1384	ASHEIKH@utah.gov

### **Somali Interpreting Services**

Ahmed Nurein	801 819-0966	saacid@yahoo.com
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### **Sudanese Community**

Dedi Ramba	801 889-0129	woriramba@yahoo.com
Santino Bol	801 860-8219	santinojuang@yahoo.com

### **Togolais Community**

Messan Ametitovi		Info@atosutah.org
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### **United Africans Of Utah**

Amadou Niang	801 450-6172	niangam2@yahoo.com
Joe Nahas	801 759-5976	jnahas1965@yahoo.com

## **Refugee Community Centers**

### **Iraqi Community of Utah**

3956 South Main Street, Salt Lake City, Utah 84107

### **Somali Bajuni Community**

1735 South Redwood Road #116, 84104

### **Somali Community Self-management**

1342 South State Street #210, Salt Lake City, Utah 84115

801 485-0105, fax 801 485-0094

### **Somali Community Services of Utah**

4122 South 1785 West #108, 801 912-0096 ext 108

[scsutah@gmail.com](mailto:scsutah@gmail.com), [www.scsutah.web.com](http://www.scsutah.web.com)

### **Sudanese Community of Utah**

389 West 1700 South, Unit G

Salt Lake City, Utah 84115

Before visiting office, contact Dedi Ramba - 801 889-0129 or

Achual Biong at 801 833-3719

## Partners And Partnership Centers

### English Language Center of Cache Valley

106 East 1120 North, Suite A, Logan, Utah 84341

435-750-6534 [www.elc-cv.com](http://www.elc-cv.com)

### Hser Ner Moo Community Learning Center At South Parc Apartments

479 East 2250 South, South Salt Lake, UT 84115

Community outreach programs including ESL and youth programs.

**Doug Wixom**, Program Administrator, 801 412-3217, [dwixom@southsaltlakecity.com](mailto:dwixom@southsaltlakecity.com)

**Domoina Voniarisoa**, Project Coordinator, 801- 518-9523, [dvoniarisoa@southsaltlakecity.com](mailto:dvoniarisoa@southsaltlakecity.com)

**Raunde Everett**, Center Manager, 801-466-3238, [reverett@southsaltlakecity.com](mailto:reverett@southsaltlakecity.com)

**Kendrick LaFleur**, Outreach Specialist, 801-834-3711, [klafleur@southsaltlakecity.com](mailto:klafleur@southsaltlakecity.com)

### Horizonte Welcome Center

1234 South Main Street, Salt Lake City, UT 84101

**Michael Locklear**, Director, 801 578-8574 ext 411, [Michael.locklear@horizonte.sl.c.k12.ut.us](mailto:Michael.locklear@horizonte.sl.c.k12.ut.us)

### LDS Humanitarian Center

1665 South Bennette Road (2030 West)

Salt Lake City, Utah 84104, 801 240-5954

### Salt Lake County

2001 South State Street, Suite S-2100, Salt Lake City, UT 84190-2710

**Ze Min Xiao (“Zee”)**, Refugee Services Liaison

Office: 801-468-2953, Cell: 801-518-5530, [Zxiao@slco.org](mailto:Zxiao@slco.org)

### University Neighborhood Partners

1617 Secret Garden Place, Salt Lake City, UT 84104

The UNP-Hartland Partnership Center is a comprehensive capacity-building project co-created by University members and residents.

**Kimberly Schmit**, Center Coordinator, 801-973-6055, [k.schmit@partners.utah.edu](mailto:k.schmit@partners.utah.edu)

**Abdi Mohamed**, Assistant Coordinator 801 973-6055, [a.mohamed@partners.utah.edu](mailto:a.mohamed@partners.utah.edu)

### United Way of Salt Lake

175 South West Temple, Suite 30, Salt Lake City, UT 84101

**Agnes Chiao**, Community Impact Manager, 801-736-8929, <http://www.uw.org/>

### Utah State Office of Education

250 East 500 South, P.O. Box 144200, Salt Lake City, UT 84114-4200

Office: 801-538-7500

K-12 Services for Refugees: 801-538-7733, Adult Education: 801-538-7824

# English Language Learning Programs

## **Asian Association English As a Second Language and Citizenship**

1588 South Major Street (35 East between State & Main), Salt Lake City, UT 84115

Free or low-fee, small-group pre-literate to Intermediate English classes, emphasizing life skills and pre-employment. Full or part-time day or evening classes. <http://www.aau-slc.org/>

**Marilyn Nunez**, ESL Director **801-467-6060**, [marilynn@aau-slc.org](mailto:marilynn@aau-slc.org)

## **English Language Center of Cache Valley, Inc.**

106 East 1120 North, Suite A, Logan, Utah 84341

**(435) 750- 6534** [www.elc-cv.com](http://www.elc-cv.com)

## **English Skills Learning Center**

631 West North Temple, Suite 70, Salt Lake City, UT 84116

The English Skills Learning Center provides free individualized English instruction.

**Catherine Barnhart**, Executive Director, **801-328-5608**, [c.barnhart@eslcenter.org](mailto:c.barnhart@eslcenter.org)

**Beth Garstka**, Volunteer Coordinator, **801 328-5608**, [b.garstka@eslcenter.org](mailto:b.garstka@eslcenter.org)

## **Granite Peaks Learning Center**, <http://www.granitepeaks.org/>

501 East 3900 South, Salt Lake City, UT 84106, **385-646-5447**

For immigrants, refugees, and others with limited English proficiency. Must be 18 years of age or not registered in a regular K-12 program. Instruction from “Pre-Beginning” to “Advanced.” Citizenship preparation classes offered. Multiple locations.

## **Guadalupe Center**, <http://www.guadalupe-schools.org/index.html>

340 South Goshen Street, Salt Lake City, Utah 84104, Phone: **801-531-6100**

The Early Learning Center (ELC) provides a continuum of services from birth through age nine. The Voluntary Improvement Program (VIP) is designed to teach non-English speaking adults.

## **Horizonte Instruction and Training Center, ESL Program For Immigrants And Refugees**

1234 South Main Street, Salt Lake City, UT 84101

**David Chavez**, **801-578-8574**, <http://www.slc.k12.ut.us/sites/horizonte/esl.htm>

Intense, survival and pre-employment ESL instruction. Provides courses and counseling to help earn a High School diploma.



## **English Language Learning Programs (Continued)**

### **Lutheran Social Services**

4392 South 900 East, Salt Lake City, Utah 84124, **801 588-0139**

Monday - Thursday 12:00 - 8:00 p.m.

### **Newcomer Academy - (High School-Aged Refugees In Granite School District)**

501 East 3900 South, Salt Lake City, UT 84106

Don Stryker, Coordinator, **385-646-5447**, [dstryker@graniteschools.org](mailto:dstryker@graniteschools.org),

[www.graniteschools.org/C13/C11/Newcomer%20Academy/default.aspx](http://www.graniteschools.org/C13/C11/Newcomer%20Academy/default.aspx)

### **Salt Lake Community College School of Applied Technology**

South City Campus: 1575 South State, Salt Lake City, UT 84115, **801-957-3354**

Comprehensive, intensive ESL programs, beginning to college prep. [www.slcc.edu/esl/index.asp](http://www.slcc.edu/esl/index.asp)

**More information can be found at:** [http://www.schools.utah.gov/adulted/public/site\\_directory.htm](http://www.schools.utah.gov/adulted/public/site_directory.htm)

## **High School Diploma or GED Classes/Testing**

**High School Diploma or GED classes/testing see:**

[http://www.schools.utah.gov/adulted/public/site\\_directory.htm](http://www.schools.utah.gov/adulted/public/site_directory.htm)

**Specific to GED testing centers:**

<http://www.schools.utah.gov/adulted/ged/examinee/center.htm>

### **Horizonte Instruction and Training Center, ESL Program For Immigrants And Refugees**

1234 South Main Street, Salt Lake City, UT 84101

Provides courses and counseling to help earn a High School diploma.

**David Chavez, 801-578-8574**, <http://www.slc.k12.ut.us/sites/horizonte/esl.htm>

### **Granite Peaks Learning Center**

501 East 3900 South, Salt Lake City, UT 84106, **385-646-5447**

Citizenship preparation classes offered. Multiple locations. <http://www.granitepeaks.org/>

### **Learning Loft**

Assistance with achieving High School Diploma and Financial Literacy Classes

Gloria Evans, **801 865-4250**, [gloriaevans5@msn.com](mailto:gloriaevans5@msn.com)

## **School District Refugee Liaisons**

**Salt Lake City:** Christal Rattनाविलay, Refugee Counselor,  
801-578-8574 x 231, 801-244-3835, [christal.rattनाविलay@slc.k12.ut.us](mailto:christal.rattनाविलay@slc.k12.ut.us)

**Granite:** Carrie Pender, Refugee Family Specialist, 385-646-4205, ext. 7340,  
[cpender@graniteschools.org](mailto:cpender@graniteschools.org)

**Murray:** Wendy Bills, Refugee Liaison, 801-264-7400, [wbills@murrayschools.org](mailto:wbills@murrayschools.org)

**Jordan:** Hilda Lloyd, 801-567-8308,

**Canyons:** Analis Ruiz, 801 647-8058  
Travis Miller, 801 448-4304

## **Other Services**

### **Utah State Office of Education - Summer Food Service Program (SFSP)**

801 538-7680, [www.schools.utah.gov/cnp](http://www.schools.utah.gov/cnp)

The SFSP provides free meals to children 18 years and under at approved locations.

Small fee for adults. Site locations will be announced during the month of May 2010. Applications to be a sponsor site are due April 30, 2010.

# Community Volunteer Groups

## Because He First Loved Us Ministry

**Danielle Griffin Alcala, 801 979-7707, [becausehefirstlovedus777@gmail.com](mailto:becausehefirstlovedus777@gmail.com)**

Discovery Christian Community Church

5929 South 900 East, Murray, Utah 84121

Tutoring and homework help for refugee kids and parents.

Tuesday 6:30-8:30 @ Discovery Christian Community Church

Thursday 3:00-5:00 @ Seasons at Pebble Creek, 1617 Secret Garden #264 (abt 1700 S. 1700 E.)

## Bhutanese Support Activities

Sponsored by Valley View Stake

Evergreen LDS Ward Building - 2125 East Evergreen Avenue (3435 South)

Thursday 6-7:30 p.m., Contact: Gordon & Lisa Holladay - [laholladay@comcast.net](mailto:laholladay@comcast.net)

## Big Brothers Big Sisters of Utah, 801-313-0303

**Paula Rocha**, Refugee Program Coordinator, **801-499-7409**

151 East 5600 South, Suite 200, Salt Lake City, UT 84107, <http://www.bbbsu.org/>

Big Brothers Big Sisters helps children reach their potential one-to-one relationships.

## English Skills Learning Center

631 West North Temple, Suite 70, Salt Lake City, UT 84116

The English Skills Learning Center provides free individualized English instruction to adult refugees and immigrants with limited language skills.

**Catherine Barnhart**, Executive Director, **801-328-5608, [c.barnhart@eslcenter.org](mailto:c.barnhart@eslcenter.org)**

**Beth Garstka**, Volunteer Coordinator, **801 328-5608, [b.garstka@eslcenter.org](mailto:b.garstka@eslcenter.org)**

## LDS Inner City Project

**Bob Wylie**, Assistant Director, **801 277-4075, [rbwylie@gmail.com](mailto:rbwylie@gmail.com)**

## Medicaid HMO's

### MOLINA

**1-888-483-0760**, Member Services (toll free)

**1-888-483-0760**, Provider Services (toll free)

<http://www.molinahealthcare.com/>

**24-Hour Nurse Advice Line:** Staffed around the clock by multilingual registered nurses to assist Molina Healthcare members to promptly assess their needs and expertly direct them to the appropriate level of care. Get culturally appropriate expert Nurse Advice about physical or emotional problems in any of 23 different languages, including Spanish, Russian, Vietnamese, Korean and Arabic, toll free **1-888-483-0760**.

### HEALTHY U

**801-587-6480** or toll free **1-888-271-5870**, Members Services

**801-581-2897** or toll free **1-800-662-0052**, Provider Referral Services

<http://uhealthplan.utah.edu/>

<http://uhealthplan.utah.edu/healthyU/HUproviderDirectory.pdf>, Provider List

Choosing a Primary Care Provider (PCP) is not required. You should only see providers listed in the directory. Talk to your Primary Care Provider about seeing a specialist, or call Provider Referral Services. If your first language is not English, Healthy U will get an interpreter to help you over the phone or in person at your medical appointments. To get an interpreter, call Member Services.

### TRANSPORTATION:

If you do not have your own transportation to and from your medical appointments, you can ask for a Utah Transit Authority (UTA) bus pass by calling your Medicaid Eligibility Worker.

If there is a medical reason you can't use the bus, you may qualify for services through UTA FlexTrans. To apply for this service call the Medicaid Information Line at **1-801-538-6155** or toll free **1-800-662-9651** and ask for the Transportation Unit.

Non-emergency transportation is covered by Medicaid. For services, call PickMeUp Medical Transport at (toll free) **1-888-822-1048**.

Salt Lake County Aging Services provides transportation for life-sustaining medical appointments. Must be 60 years of age or older and lack other transportation options.

# **Health Care**

## **UNIVERSITY OF UTAH COMMUNITY CLINICS**

### **Redwood Health Center**

1525 West 2100 South, Salt Lake City, 84119, **801-213-9900**

Monday through Friday: 8:00 am to 5:00 pm

Urgent Care Clinic Hours: Monday-Friday: 5:00 p.m. to 8:00 pm

Saturday: 9:00 am to 8:00 pm, Sunday: 9:00 am to 8:00 pm

### **University of Utah Sugar House Health Center**

1138 East Wilmington Avenue, Salt Lake City, 84106, **801-581-2000**

Monday through Friday: 8:00 am to 5:00 pm

### **University of Utah Madsen Health Center**

555 South Foothill Boulevard, Salt Lake City, 84112, **801-581-8000**

Monday through Friday: 8:00 am to 5:00 pm

### **University of Utah Greenwood Health Center**

7495 South State Street, Midvale, 84047, **801-213-9400**

Monday: 8:00 am to 7:00 pm, Tuesday through Friday: 8:00 am to 5:00 pm

### **University of Utah South Jordan Center**

1091 West South Jordan Parkway, South Jordan , **801 213-9800**

### **University of Utah West Ridge Center**

**3730 West 4700 South , West Valley City, 801 213-9200**

## **Health Care (Continued)**

### **IHC INTERMOUNTAIN COMMUNITY AND SCHOOL CLINICS**

#### **Intermountain Neighborhood Clinic**

855 West California Avenue (1330 South), Salt Lake City, UT 84104, **801-977-0502**

9:00 am to 4:00 pm, Monday through Friday, closed on city and state holidays.

Urgent and primary care for patients of all ages and incomes with no boundary restrictions.

#### **Intermountain Pamela J Atkinson Clinic**

##### **Lincoln Elementary School**

1090 South Roberta Street (250 East), Salt Lake City, UT 84111 **801-578-8376**

8:00 am to 4:00 pm, Monday through Thursday, 8:00 am to Noon, Fridays. Closed school holidays.

ZIP codes 84101, 84102, 84105, 84106, 84111, 84115, and Lincoln students and their families.

#### **Intermountain Rose Park Elementary Clinic**

1105 West 1000 North, Salt Lake City, UT 84116, **801-364-2434**

12:00 pm to 8:00 pm, Monday; 9:00 am to 5:00 pm, Wednesday and Thursday; Closed Tuesday and

Friday. ZIP code 84116, 84114, 84103, and Rose Park Elementary students and their families.

#### **Intermountain North Temple Clinic**

54 North 800 West, Salt Lake City, UT 84116, **801-359-0901**

10 am to 7:30 pm, Monday through Saturday; 12:00 pm to 6:00 pm, Sunday.

Provides urgent medical care only, no primary care. No geographical boundary restrictions.

Medicaid, Medicare, PCN, CHIP, some private insurance, or charges on a sliding scale.

### **COMMUNITY HEALTH CENTERS**

#### **Central City**

461 South 400 East, Salt Lake City, UT 84111, **801-539-8634**

#### **Stephen D. Ratcliffe**

1365 West 1000 North, Salt Lake City, UT 84116, **801-328-5750**

#### **Oquirrh View**

4745 South 3200 West, Salt Lake City, UT 84118, **801-964-6214**

#### **Copperview**

8446 Harrison Street (300 West), Midvale, UT 84047, **801-566-5494**

Co-pay or sliding scale, Medicaid, Medicare, PCN, CHIP, and some private insurance.

Eligibility: Accepts previous clients within the last 2 years, immediate family members of current clients, or pregnant women. New client are accepted with insurance.

## **HEALTH CLINICS OF UTAH**

Health Clinics of Utah (HCU) accepts most insurance, and Medicaid, CHIP, PCN, and Medicare. Same day appointments are usually available, 8:00 am to 5:00 pm, Monday through Friday.

<http://health.utah.gov/clinics/>

### **Salt Lake Health Clinic**

- Salt Lake City Office, 3195 South Main Street # 200, SLC, Utah 84114, **801-468-0354**  
**Urgent Care:** 4:30 pm to 6:00 pm, Monday through Friday
- Ellis R. Shipp Public Health Center, 4535 South 5600 West, West Valley City, Utah, **801-963-7335**
- South Main Public Health Center, 3690 South Main Street, Salt Lake City, Utah, **801 468-3690**
- Southeast Public Health Center, 9340 South 700 East, Sandy, Utah, **801-255-7114**

## **OTHER CLINICS**

### **Maliheh Free Clinic**

415 East 3900 South, Salt Lake City, UT 84107, **801-266-3700**

Hours: 9:00 am to 12:00 pm, 1:00 pm to 4:00 pm, Tuesday through Friday, appointment only.

### **Midvale Family Health Clinic**

7852 South Pioneer Street (310 West), Midvale, UT 84047, **801-561-2211**

Hours: 9:00 am to 4:00 pm, Monday through Thursday, (closed 12:00 pm to 1:00 pm)

**Urgent Pediatric Care:** 8:30 am to 9:00 am, 1:00 pm to 1:30 pm (walk-in)

Primary medical care by a licensed family nurse practitioner and licensed clinical social worker

Sliding scale (\$10 to \$20 according to income) – Medicaid, Medicare, CHIP, PCN, and private.

### **Exodus Clinic (Formerly Utah Partners for Health)**

8211 West 3500 South, Magna, UT 84044, **801-250-9638, ext. 5**

Monday through Friday: 7:00 am - 9:30 pm, Saturday and Sunday: 8:00 am to 4:00 pm.

**Urgent Care:** 7:00 am to 10:00 pm, Daily A small co-pay will be requested in most cases.

Illness and primary care visits, and women of all ages for clinical breast exams and pap smears.

1) Live in Magna, Kearns and western West Valley, 2) Uninsured, 3) Household income below 80% of median, (roughly \$35,000 a year), 4) Unable to qualify for Federal or State aid, 5) Must have a medical need, 6) For breast exams and pap smears, no geographical boundaries.

### **Health Access Project (HAP)**

140 West 2100 South #208, Salt Lake City, **801 412-3980**

Jessie Oyler, Director, **Frederic Mugiraneza** - refugee case manager

Primary Care for the uninsured. Call for eligibility requirements. Referral Required.

# Hospitals

## **Alta View Hospital (IHC)**

9660 South 1300 East, Sandy, UT 84094, **801-501-2600**

## **Intermountain Medical Center (IHC)**

5121 South Cottonwood Sreet, Murray, UT 84157, **801-507-7000**

## **Jordan Valley Hospital (Iasis Healthcare)**

3580 West 9000 South, West Jordan, UT 84088, **801-561-8888**

## **LDS Hospital (IHC)**

8th Avenue (400 North) “C” Street (300 East), Salt Lake City, UT 84143, **801-408-1100**

## **Pioneer Valley Hospital**

3460 South Pioneer Parkway (4155 West), West Valley City, UT 84120, **801-964-3100**

## **Primary Children’s Medical Center (IHC)**

100 North Medical Drive (1750 East), Salt Lake City, UT 84113, **801-662-1000**

## **St. Mark’s Hospital (MountainStar)**

1200 East 3900 South, Salt Lake City, UT 84124, **801-268-7111**

## **Salt Lake Regional Hospital and Medical Center**

1050 East South Temple, Salt Lake City, UT 84102, **801-350-4111**

## **University of Utah Hospital (UUHSC)**

50 North Medical Drive (1950 East), Salt Lake City, UT 84132, **801-581-2121**

## **Riverton Hospital (Intermountain Health Care)**

3741 West 12600 South, Riverton, Utah 84065, **801 285-4000**



# Dental

## **SALT LAKE FAMILY DENTAL PLAN CLINIC**

**(Children on Medicaid and adults on PCN are eligible)**

3195 South Main Street Suite 200

Salt Lake City, Utah 84114

**801-468-0342**

**Jackie Allman – 801 233-6638**

[jackiegerber@utah.gov](mailto:jackiegerber@utah.gov)

## **ELLIS SHIPP FAMILY DENTAL PLAN CLINIC (SLC)**

**(Children on Medicaid and adults on PCN are eligible)**

**(1 emergency appointment a day - call at 7:30 a.m.)**

4535 South 5600 West

Salt Lake City, Utah 84120

**801-969-8243**

## **DISCOUNTED DENTAL**

1383 South 900 West, Suite 128

Salt Lake City, UT 84104

**801-983-0345**

Call for appointment.

Fees for services

## **DONATED DENTAL**

1383 South 900 West, #128

Salt Lake City, UT 84104

**801-983-0345**

Call for Instructions for receiving services

## **Central City Dental Clinic**

461 South 400 East, 84111

**801 325-9538**

Tuesday-Friday

Medicaid (up to age 18), PCN

Uninsured adults - Emergencies Only

Emergencies only - First come first served Emergencies only - First come first served

Arrive as early as 6:30 a.m.

ID and proof of Income required

## **Stephen D. Ratcliffe Clinic**

1365 West 1000 North, 84116

**801 328-5750, 328-5751**

Tuesday-Friday

Medicaid (up to age 18), PCN

Uninsured adults - Emergencies Only

Emergencies only - First come first served Emergencies only - First come first served

Arrive as early as 6:30 a.m.

ID and proof of Income required

# Mental Health Care

## Valley Mental Health (VMH)

North Valley Mental Health, 1020 South Main, Suite 100, Salt Lake City, UT 84101 **801-539-7000**

24-Hour Crisis Care and Services: **801-261-1442**, or toll free **1-800-537-8739**

**Cultural Diversity Team, Andy Tran, 801-539-7059, [Andyt@vmh.com](mailto:Andyt@vmh.com)**

**Case Manager, John Joseph, 801 834-2944**

<http://www.valleymentalhealth.org/>

Valley Mental Health (VMH) provides mental health services to Salt Lake County citizens by improving, enhancing, and promoting the emotional well-being and growth of individuals who experience life-disrupting problems due to mental illness and/or chemical abuse and to strengthen the quality of their personal, family and community life.

## Utah Health and Human Rights Project (UHHR)

**Reed Slack**, Executive Director, [reed.slack@uhhr.org](mailto:reed.slack@uhhr.org)

225 South 200 East, Suite 250, Salt Lake City, UT 84111, **801-363-4596**

New referrals should be directed to **Elizabeth Macwilliams, [Elizabeth.macwilliams@uhhr.org](mailto:Elizabeth.macwilliams@uhhr.org)**

The Utah Health & Human Rights Project (UHHR) is a direct service and advocacy agency that promotes the health, dignity, and self-sufficiency of refugees, asylees, and immigrants who have endured severe human rights abuses, including torture, war-related trauma, and human trafficking. UHHR is guided by profound respect for the dignity and resiliency of our clients. <http://www.uhhr.org/>

## Asian Association of Utah (AAU)

Counseling Department, **Steven Ha, Director, 801-467-6060**

1588 South Major Street (35 East between State & Main), <http://www.aau-slc.org/>

Individual, family and group counseling are provided to help clients improve psychological and social functioning. Counseling is provided in culturally appropriate ways while addressing difficulties that clients encounter in the assimilation process. AAU also provides alcohol and other drug treatment for youth and adult.

## National Suicide Prevention Lifeline

**1-800-273-TALK (8255)** toll free, a 24-hour service.

Call this number to speak to someone in your area.

## Programs for Women and Children

**Baby Your Baby Hotline**, Department of Health

**1 800 826-9662**

Provides prenatal and well-child care information and referrals.

**Baby Watch Early Intervention**, Department of Health

**801 584-8226**

Services for children birth to three years with developmental delays or disabilities.

**Eye Care for Kids Foundation**

6895 South State Street, **801 255-8525**

Eye care for children and other individuals of our community. Needs a referral letter from any church, civic, educational or non-profit.

**Planned Parenthood**

**Salt Lake City Office**

654 South 900 East, 84102

**801 322-5571**

Mon-Thur. 9:00 - 8:00 p.m.

Friday 10:30 - 5:00 p.m.

Saturday 9:00 - 5:00 p.m.

**Uninsured MUST call for appointment at West Valley or South Jordan**

**West Valley Office**

1906 West 3600 South, 84119

**801 973-9675**

Mon-Thur. 9:00 - 8:00 p.m.

Friday 10:30 - 5:00 p.m.

Saturday 11:00 - 5 p.m.

**South Jordan**

1091 W. S. Jordan Pkwy (106 So)

**801 254-2052**

M-Fri 11:00 – 6:00 p.m.

**Pregnancy Resource Center**

644 South 900 East, 84102

**801 363-5433**

Mon-Fri. 9:30 – 4:30 p.m.

**WIC - (Women, Infants, and Children)**

3195 South Main Street, **801-483-5451**, or call **801-538-6960** to find a WIC office near you.

WIC provides specific nutritious food supplement to pregnant, postpartum, and breast-feeding women, infants, and children up to five at nutritional risk because of inadequate nutrition and income. WIC provides food vouchers to purchase approved supplemental, nutritious food.

# Programs For Children and Teens

**Child and Family Services**  
**Department of Human Services**  
195 North 1950 West  
Salt Lake City, Utah 84116  
**Phone:** (801) 538-4100  
**Fax:** (801) 538-3993

**Manuel Romero**  
**Community Relations Program Manager**  
**Phone:** 801 538-9875

## **Child Abuse Hotline at 800-678-9399**

Our goal is to have communities where children grow up safe from abuse, neglect, and dependency, where adults are protected from domestic violence, and where parents can be strengthened in their capacity to keep their family safe.

## **Boys and Girls Clubs**

**Greater Salt Lake:** Capitol West, Sugarhouse, Park City and Tooele, <http://www.bgcgsl.org/>

**South Valley:** Murray and Kearns, <http://www.bgcsv.org/>

After-school programs.

## **Big Brothers Big Sisters of Utah, 801-313-0303**

**Paula Rocha**, Refugee Program Coordinator, **801-499-7409**

151 East 5600 South, Suite 200, Salt Lake City, UT 84107, <http://www.bbbsu.org/>

Big Brothers Big Sisters helps children reach their potential one-to-one relationships.

## **Refugee Center at Asian Association (RIC@AAU) - Family Services**

**Steven Ha**, Program Director **801 466-6919** or **801 750-3533**, [stevenh@aau-slc.org](mailto:stevenh@aau-slc.org)

Prevention programs include: summer school, youth leadership, parenting education, social skills, tutoring, etc. Intervention programs include: youth and family case management, family crisis intervention.

Mental health services include: mental health evaluation, prevention/early intervention, therapy, substance abuse treatment, anger management, domestic violence treatment, DUI, etc.

## **Salt Lake County - Youth EmployAbility Services (YES) 801-468-0115**

1385 South State Street, Suite #123, Salt Lake City, UT 84115,

The Youth EmployAbility Services (YES) program assists eligible, low-income youth ages 16-21 who have significant barriers to employment.

## **Head Start**

[www.headstart-slcap.org](http://www.headstart-slcap.org)

**Contact:** Sabrina Jimenez, 801-359-8749, X36, [sjimenez@slcap.org](mailto:sjimenez@slcap.org)

## **Programs for Children and Teens (continued)**

### **SpyHop Productions, 801-532-7500**

511 West 200 South, Suite 100, Salt Lake City, UT 84101, <http://www.spyhop.org>

Spy Hop Productions is a not-for-profit youth media arts and education center whose purpose is to empower youth to express their voice and with it create positive change in their lives, their community, and the world.

### **University Neighborhood Partners**

1617 Secret Garden Place, Salt Lake City, UT 84104

**Kelby McIntyre**, Center Coordinator, 801-973-6055, [kelby.mcintyre@utah.edu](mailto:kelby.mcintyre@utah.edu)

**Abdi Mohamed**, Assistant Coordinator 801 973-6055, [a.mohamed@partners.utah.edu](mailto:a.mohamed@partners.utah.edu)

### **Utah Dream Center, 801 244-7934**

[alfred@utahdreamcenter.org](mailto:alfred@utahdreamcenter.org) or <http://www.utahdreamcenter.org/index2.html>

A non-profit with a single focus: to help at-risk and high-risk community members fulfill their dreams. The ultimate vision is to create an international village where youth facilities, medical practices, food and clothing centers converge enhancing our City's quality of life.

### **Utah Federation for Youth, Inc., 801-468-0699, <http://www.ufyi.org>**

Salt Lake Community College, P.O. Box 30808, Mail Stop UFY, Salt Lake City, UT 84130-0808

Project Guuleysi helps refugee and immigrant youth acclimate to new culture through programming, life skill classes, and prevention. **Contact: Whitney VanDerwitt @ufyi.org**

### **Utah State Office of Education - Summer Food Service Program (SFSP)**

**801 538-7680, [www.schools.utah.gov/cnp](http://www.schools.utah.gov/cnp)**

The SFSP provides free meals to children 18 years and under at approved locations. Small fee for adults. Site locations announced May 2010. Applications to be a sponsor site are due April 30, 2010.

### **Youth City, <http://www.youthcity.com/>**

Programs are located in city community centers, schools and parks, where young people can have fun and learn new skills in a structured setting. There are After-school, summer, arts, employment, sports, government and community, and refugee programs.

### **Youth Services**

177 West Price Avenue (3610 South), **801 269-7500, [www.jjs.utah.gov/youth-services.htm](http://www.jjs.utah.gov/youth-services.htm)**

## Programs For Seniors

### **Salt Lake County Aging Services, 801-468-3050**

2001 South State Street, # N2300

Salt Lake City, UT 84190

[www.slcoagingservices.org](http://www.slcoagingservices.org)

**Aging Services offers an array of Programs and Services. These include:**

**Alternatives** - In-home services for medically frail adults at-risk for entering a nursing home.

**Caregiver Support** – Assistance in care planning, respite care and supplemental services.

**Meals On Wheels** - Delivers hot noon meals to frail and isolated older adults who are homebound, unable to prepare meals, and without family or others to help with meal preparation. Food boxes also available.

**Senior Citizen Law Center** - Assistance in the areas of health, housing, public benefits and entitlements, family, and consumer issues.

**Senior Companion** – Help with light housecleaning, meal preparation, socialization, rides to doctor appointments, and limited personal care. Must be 60 or older, in need of assistance in maintaining independence or in need of respite for your caregiver.

**Senior Employment** - The Senior Community Service Employment Program (SCSEP) is a federally funded work-training program for County residents 55 or older. Paid on-the-job-skills training, computer training, job search assistance, resume' assistance and interview coaching.

**Senior Transportation** - Rides to life-sustaining medical appointments and essential destinations. Must be 60 years of age or older and lack other transportation options.

### **Neighborhood House Association, <http://nhutah.org/>**

**Riverside Adult Day Center, 801-363-4593    Cottonwood Adult Day Center, 801-277-3264**

423 South 1100 West

1580 East Vine Street (6100 South)

Salt Lake City, Utah 84104

Salt Lake City, Utah 84121

### **Easter Seals Senior Community Service Employment Program**

720 South 200 East (DWS Metro Office upstairs)

801 536-7009, [www.easterseals.com/SCSEP](http://www.easterseals.com/SCSEP)

55 or older? Looking for Work? Let us Help You Join the Workforce

### **Elderly Refugee Citizenship Program**

**Catholic Community Services, 801-759-6165**

745 East 300 South

Salt Lake City, Utah 84102

# Community Resource Directories

## 211 INFORMATION & REFERRAL

<http://211utah.org/>

**2-1-1 or 1-888-826-9790**

The 211 Info Bank strives to ease the process of locating available and appropriate resources. Below are their Resource List headings. Go to their site and click for additional information.

Alcohol Abuse Support Group Resource List

Dental Resource List

English as a Second Language (ESL) Resource List

Food Resource List

General Resource List

Health Resource List

Homeless Resource List

**Have your TAXES done for free call 211 or visit [utahtaxhelp.org](http://utahtaxhelp.org)**

Low Cost Housing for Seniors & People with Disabilities Resource List

Single Parent Resource List

Senior Resource List

Substance Abuse Support Group Resource List

Youth Resource List

## Income Tax Assistance

**Have your TAXES done for free call 211 or visit [utahtaxhelp.org](http://utahtaxhelp.org)**

### University of Utah Low Income Taxpayer Clinic - We Can Help

175 East 400 South #100, Salt Lake City, Utah 84111, 801-236-8052, [LITC@business.utah.edu](mailto:LITC@business.utah.edu)

**Debbie Katter – 801 236-8053**

Services | The UULITC can help you to file your delinquent tax returns or amend previously filed returns. Do you have a letter from the IRS and need help to resolve your conflict?

## **Community Action Program (SLCAP)**

**764 South 200 West, Salt Lake City, UT 84101, 801-359-2444, <http://www.slcap.org>**

The Salt Lake Community Action Program is a not for profit organization that provides a wide range of services aimed at helping low-income people become self-sufficient.

**Emergency Rental Assistance: Based on availability and eligibility requirements.** Provided to families in crisis when they can demonstrate arrears was caused by circumstances beyond their control, which affected the ability to pay. Circumstance must have made them unable to resolve the delinquency within a reasonable time, or unable to make a full payment

**HEAT:** HEAT provides winter utility payment assistance to low-income households. The regular HEAT program is operating again as of November 3, 2008. For an appointment in Salt Lake or Tooele Counties (in Utah) call **(801) 521-6107**

**Weatherization: 801 359-2444**

### **Landlord/Tenant Mediation**

This program provides landlord/tenant intervention and mediation to prevent eviction. Volunteer mediators are available to provide free mediation services for interested landlords and tenants. Staff may also provide referrals to Utah Tenant's United and the Apartment Association of Utah. This is a collaborative effort with the Administrative Office of the Courts.

## **Other Community Resources**

### **The Central City Computer Lab - FREE COMPUTER CLASSES**

We are now open from 10:00 a.m. 'til 8:00 p.m., Monday through Friday! We offer free classes in Job Search, Resume, all Windows XP applications, Computer Basics, etc. Individual instruction is available if needed; schedule with our Instructors. Special classes for community groups can be arranged. **801-559-1563, [WWW.CAT.SLCO.ORG](http://WWW.CAT.SLCO.ORG)**

### **Sorenson Unity Center – Free computer classes and a lot more...**

Unity Center-1383 S 900 W, Salt Lake City, Utah 84104, **(801) 535-6536**  
[www.slcgov.com/clubhouse](http://www.slcgov.com/clubhouse)



## Food Pantries

Pantries with an \*asterisk carry emergency baby supplies. Call ahead to check availability.

**Bring:** 1) Photo ID for adults, 2) ID for children, and 3) Verification of address.

\* **Reach Salt Lake** 1235 West California Ave., Salt Lake City (1330 South), **801-972-5708**  
Mon., Wed., Thu., 1:00 pm to 4:00 pm. Limit 1x/mo. for 3 months, then must attend class.

\* **Crossroads Urban Center** 347 South 400 East, Salt Lake City, **801-364-7765**, Mon. - Fri,  
9:00 am to 5:00 pm

**Catholic Community Services At The St. Vincent De Paul Center**, **801-363-7710**  
437 West 200 South, Salt Lake City, Mon - Fri, 8:00 am to 4:00 pm, Must show previous  
month's income, ID.

**Eagle Ranch Ministries** P.O. Box 26144, Salt Lake City, **801-254-4945**, ext. 3 (Laura Burson),  
By appointment.

**Granger Community Christian Church** 3232 W. 4100 So, West Valley City, **801-968-3301**  
Mon. 5:30 pm to 7:00 pm; Sat. 10:00 am to 12:00 pm

**Hildegarde's Pantry** 231 East 100 South, Salt Lake City, **801-322-3400**  
Tue, Wed, Fri. 11:00 am to 2:00 pm; Thu. 5:00 pm -to 7:00 pm, Limit: 2 visits/month

**Indian Walk-In Center** 120 West 1300 South, Salt Lake City, **801-486-4877**  
Tue, Wed., Fri., 8:30 am to 4:30 pm; Thu. 8:30 am to 3:00 pm, Closed daily, 12 noon to 1:00 pm.  
Serves: 900 South - 3900 South, 500 West - Foothill Drive, ID for adults, SS cards for all, proof  
of residence.

**Kearns 1st Baptist Church** 4445 West 5175 South, Salt Lake City, **801-968-1471**  
Mon., Fri. 11:00 am to 3:00 pm, Thu. 1:00 pm to 3:00 pm; Tue. 6:30 pm to 8:00 pm, Closed 12  
noon to 1:00 Mon. & Thu.

**Salt Lake City Mission** 320 West 200 South #120 B, Salt Lake City, **801-355-6310**, By  
appointment and availability.

**Salvation Army** 679 S. Main Street, Salt Lake City (Closed 11:30 am to 12:30 pm), **801-322-1253**  
Tue. - Fri., 9:00 am to 4:00 pm. Bring income and address verification, and ID.

**Taylorville Pantry** 4775 S. Plymouth View Dr (1650 W (Behind Senior Center), **801-428-7689**  
Mon. 1:00 pm to 3:00 pm, Wed. 4:00 pm to 6:00 pm, Sat. 10:00 am to 12:00. Serves:  
Taylorville Residents Only. Must bring photo ID and utility bill with address.

## **Food Pantries (Continued)**

**Magna CAP** 3041 South 8560 West, Magna, **801-250-6414**, Mon. - Fri., 8:30 am to 5:00 pm, Closed: 12:00 to 1:00 pm. Serves: 84044, 84128

**Murray CAP** 4994 South 300 West, Murray, **801-281-4937**  
Tue. - Sat., 10:30 am to 6:30 pm, Closed: 2:00 pm to 3:00 pm. Serves: 84106, 84107, 84115, 84117, 84121, 84123, 84124

**Northwest CAP** (In the Pioneer Building at the Fairgrounds) 155 North 1000 West, Salt Lake City, **801-359-8741**, Mon. - Fri., 8:30 am to 5:00 pm, Closed: 12:00 to 1:00 pm. Serves: 84101, 84102, 84103, 84104, 84105, 84111, 84116

**Redwood CAP** (Redwood Multi Purpose Ctr) 3060 South Lester Street (1595 W), West Valley City, **801-972-6661**, Mon. - Fri., 8:30 am to 5:00 pm, Closed: 12:00 to 1:00 pm. Serves: 84118, 84119, 84120, 84123 (West of 1100 West)

**South County CAP** (Copperview Rec Ctr) 8446 South Harrison (300 West), Midvale, **801-255-3516**, Mon. - Fri., 8:30 am to 5:00 pm, Closed: 12:00 to 1:00 pm.

**St. Joseph's** 7405 South Redwood Road, West Jordan, **801-263-9701**, By appt., call John Martinez

**St. Paul's Episcopal Church** 261 South 900 East, Salt Lake City. Sat. 9:00 am to 1:00 pm.

**St. Therese's** 7832 South Allen Street (624 West), Midvale, **801-255-3721**  
Mon. 12:30 pm to 2:30 pm; Fri. 11:30 am to 1:00 pm. 1x/mo. No documentation needed.

## Prepared Meal Sites

**Eagle Ranch**, 500 South 600 West (outdoors) **801-254-4945**, 7:00 am to 11:00 am, Sundays

**Good Samaritan**, 331 East South Temple, **801-328-5633**, Sack Lunches: 9 am to 8:00 pm, Daily

**Salt Lake City Mission**, South side of Pioneer Park, **801-355-6310**, Breakfast: 8:00 to 9:00 am, M - Sat.

**Salvation Army**, 437 West 200 South, **801-322-1253**, Dinner: 5:30 pm to 6:15 pm, Daily

**Rescue Mission**, 463 South 400 West, **801-355-1302**, Breakfast: 6:15 am to 6:45 am, Mon. - Sat.  
Dinner: Daily following 7:00 pm chapel service.

**St. Vincent de Paul Center**, 437 West 200 South, **801-363-7710**

Lunch: 11:30am to 1:00 pm, Monday – Friday.

Brunch: 10:00 am to 11:00 am, Saturday

## Other Food Resources

### Community Food Co-Op Of Utah

A project of Crossroads Urban Center **801-746-7878**, [www.foodco-op.net](http://www.foodco-op.net)

Purchase produce and/or meat at affordable prices. A one-time (min \$5.00) lifetime membership fee is suggested. 2 hours of community service is required for each order. Order on line [www.crossroads-uc.org](http://www.crossroads-uc.org). Deadline posted on order form. Prices are \$21.00 for full order of meat/produce, \$15.00 for half order of meat/produce and \$14.00 produce only.

### DROPS - (Delivery Redistribution of Produce and Surplus)

DROPS is a program of the Utah Food Bank that distributes donations including fresh produce, dairy products, and day old bread to sites in neighborhoods throughout the state of Utah. To find out when the next DROPS will be in your area, please call **2-1-1**

### WIC - (Women, Infants, and Children)

WIC provides specific nutritious food supplement to pregnant, postpartum, and breast-feeding women, infants, and children up to five at nutritional risk because of inadequate nutrition and income. WIC provides food vouchers to purchase approved supplemental, nutritious food.

3195 South Main Street, **801-483-5451**, or call **801-538-6960** to find a WIC office near you.

# Housing

**Important:** All correspondence is through mail, so keep Housing informed of address changes.

## Housing Authority of The County of Salt Lake

3595 South Main Street, Salt Lake City, UT 84115, **801-284-4400**,

<http://www.hacsl.org>, [vsertain@hacsl.org](mailto:vsertain@hacsl.org)

**Nailya Ragimova**, 801 284-4452, [n.ragimova@hacsl.org](mailto:n.ragimova@hacsl.org)

**Section 8 Rent Subsidy.** Individuals locate their own apartment and their rent is subsidized. The Section 8 Voucher Program offers an applicant the opportunity to find housing of their choice anywhere in the Salt Lake Valley. There is always a waiting list for the Section 8 Program, varying from 1 1/2 to 2 1/2 years.

**Public Housing.** Housing Authority owns and manages apartments rented for 30% of income. There is always a waiting list for public housing units, varying from time-to-time. The current approximate waiting period for a one bedroom senior unit is 6-9 months. All other units have a waiting period of 12-24 months or longer.

**Family Self Sufficiency Program** - provides escrow account to earn money toward the purchase of a home (available to people currently in housing).

## Salt Lake City Housing Authority

1776 South West Temple, Salt Lake City, UT 84115, **801-487-2161**, <http://www.haslcutah.org>

**Housing Choice Voucher.** Individuals locate apartments; rent is subsidized. Currently, the wait is approximately 12 to 24 months. The Housing Choice Voucher is portable, and can be used with any Housing Authority in the United States that has a voucher program, which encourages low-income families and individuals to move into areas of greater opportunity and to live outside areas of poverty.

**Public Housing.** Housing Authority owns and manages apartments for families, elderly, and disabled. Rent is 30% of tenant's income.

**Family self-sufficiency program.** Escrow account to earn money for the purchase of a home.

## West Valley City Housing Authority

3600 South Constitution Boulevard (2700 West), West Valley City, UT 84119, **801-963-3320**,

<http://www.wvc-ut.gov/index.asp?NID=362>

**Section 8 Rent Subsidy.** Individuals locate their own apartments and their rent is subsidized.

**Public Housing** - Housing Authority owns and manages homes to rent to families.

**Family self-sufficiency** provides escrow accounts for future use toward down payment on home.

**Rehabilitation loans and grants** for low-income homeowners and mobile home owners to rehabilitate their homes.

**Repair grants** for furnace repair, hot water heater repairs, plumbing, and electrical emergencies.

## Family Support Services

**Family Support Center,** [www.familysupportcenter.org](http://www.familysupportcenter.org)

**Prevention and treatment of child abuse and neglect. Provide a wide range of supportive services for families. Four locations:**

777 West Center Street (7720 South), Midvale, **801 255-6881**

1760 West 4805 South, **801 955-9110**

2020 South Lake Street (750 East), **801 487-2942, 801 487-7778**

3663 West Lancer Way, **801 967-4259**

### **Child and Family Services**

#### **Department of Human Services**

195 North 1950 West

Salt Lake City, Utah 84116

**Phone:** (801) 538-4100

**Fax:** (801) 538-3993

Manuel Romero

Community Relations Program Manager

801 538-9875

### **Child Abuse Hotline at 800-678-9399**

Our goal is to have communities where children grow up safe from abuse, neglect, and dependency, where adults are protected from domestic violence, and where parents can be strengthened in their capacity to keep their family safe

### **Domestic Violence Linkline – 1 800-5465**

## Emergency Shelters

### **South Valley Sanctuary – 801 255-1095**

#### **The Road Home**

Salt Lake Community Shelter and Resource Center

210 South Rio Grande Street (455 West), **801 359-4142**

Provides counseling, emergency assistance, shelter and supportive services to homeless persons and families.

#### **YWCA of Salt Lake City**

322 East 300 South, 84111, **801 537-8600**, [www.ywca.com](http://www.ywca.com)

Domestic violence shelter and supportive services.

**Teen Home** – 12 bed residential program for pregnant and parenting teens and their babies.

## **Emergency Rent And Utility Assistance**

**American Red Cross, 801-323-7000**, 465 South 400 East, Suite 200 Salt Lake City, UT, 84111,  
<http://www.utahredcross.org> No walk-ins, appointment only

### **Refugee and Immigrant Center at Asian Association of Utah, 801-412-0577, ext. 230**

Lina Smith, Director, [linas@aau-slc.org](mailto:linas@aau-slc.org), 1588 South Major Street (35 East), SLC, UT 84115  
Assistance with HEAT sign-up. Emergency rent and utility assistance may be available.

### **Catholic Community Service, 801-977-9119**

Aden Batar, Director, Refugee Resettlement and Immigration, [abatar@ccsutah.org](mailto:abatar@ccsutah.org)  
745 East 300 South, Salt Lake City, UT 84102

### **Community Action Program, 801-359-2444**

764 South 200 West, Salt Lake City, UT 84101, <http://www.slcap.org>  
See listing on next page for multiple emergency assistance programs.

### **Crossroads Urban Center, 801-364-7765**

347 South 400 East, Salt Lake City, UT 84111, <http://www.crossroads-u-c.org/>, 9:00 am to 5:00 pm,  
Emergency fund may be used to assist with gasoline, prescriptions, utility bills and rent.

### **DWS Refugee Team, 801-536-7178**

Felecia Maxfield, Eligibility Supervisor, 536-7178, [fmaxfie@utah.gov](mailto:fmaxfie@utah.gov)  
720 South 200 East, Salt Lake City, UT 84111  
Emergency cash assistance is available to DWS customers once a year to cover rent and/or utilities.

### **HEAT (Home Energy Assistance Target), 801-521- 6107**

HEAT provides winter home heating assistance and year-round energy crisis intervention for eligible low-income households throughout Utah. It also has a Weatherization Program to help weatherize homes and provide emergency repair or replacement of defunct furnaces or AC units.

<http://housing.utah.gov/seal/heat.html>

### **HELP (Home Electric Lifeline Program) 801-961-7286**

Assists Rocky Mountain Power low-income customers by providing a monthly discount of up to \$8.00 off the electric bill. You can apply for HELP at the same time you apply for HEAT, or on-line at:

<http://housing.utah.gov/seal/documents/HELPAApplicationformonHEATseason08.pdf>

### **UTAP (Utah Telephone Assistance Program) and Lifeline/Link-up Program,**

801-538-8793 Provides low-income households with discounts for initial landline telephone installation and their monthly phone bills. You can apply for UTAP at the same time you apply for HEAT, or apply on-line at: <http://housing.utah.gov/seal/applications.html>

# **Legal Assistance**

## **Legal Aid Society of Salt Lake**

205 North 400 West, Salt Lake City, UT 84103, 801-328-8849

## **Family Justice Center, 801-236-3370**

YWCA Lolie Eccles Center

344 East 300 South, Salt Lake City, UT 84111

Promotes safety, stability and self-sufficiency for low-income families and individuals, as well as victims of domestic violence, through effective, efficient legal advocacy and assistance.

<http://legalaidsocietyofsaltlake.org/>

## **Multi-Cultural Legal Center, 205 North 400 West, SLC, UT 84105, 801-486-1183**

<http://www.andjusticeforall.org/multicultural.html>

The Multi-Cultural Legal Center is a non-profit legal service organization dedicated to strengthening Utah's system of justice to ensure that racial and ethnic communities receive equal representation and treatment. Focus is on discrimination based on race or national origin in housing or employment, racial profiling, immigration and language rights.

## **Utah Dispute Resolution, 801-532-4841**

**Law & Justice Center, 645 South 200 East, Salt Lake City, UT 84111**

<http://www.utahdisputeresolution.org/>

Provide mediation and conflict resolution services to low- and middle-income Utahns with financial need.

## **Utah Legal Services, 205 North 400 West, Salt Lake City, UT 84103, 801-328-8891,**

<http://www.andjusticeforall.org/uls/>

Utah Legal Services handles civil cases for those who qualify. They can answer questions, give advice, prepare legal documents, and represent clients in court and before administrative agencies. They cannot assist you in any criminal matter (including traffic violations.) They accept new client calls between 9:00 am and 2:00 pm, Mon. - Fri. Please call rather than come in.

## **Immigration And Citizenship**

### **Catholic Community Services of Utah, 801-977-9119**

745 East 300 South, Salt Lake City, UT 84102

Alyssa Williams, J.D., Immigration Attorney, [awilliams@ccsutah.org](mailto:awilliams@ccsutah.org)

Barbara Tagoai, [btagoai@ccsutah.org](mailto:btagoai@ccsutah.org)

CCS immigration services include evaluating and providing assistance, such as family reunification applications, extensions of stay, replacement of permanent residence cards, work permits, naturalization certificates, inquiries for status of cases, adjustment of status, acquisition of green cards, and translation and interpretation services, to individuals and families in the immigration process. The CCS staff is bilingual (Spanish/English and Vietnamese/English).

### **International Rescue Committee, 801-328-1091 – ext 101**

Tatjana Micic, Immigration Specialist

231 East 400 South, Suite 50, Salt Lake City, UT 84111

[Tatjana.Micic@theIRC.org](mailto:Tatjana.Micic@theIRC.org)

## **Citizenship Test Preparation**

### **Asian Association English As a Second Language and Citizenship Test Preparation**

Programs assist new arrivals to develop Basic English language skills while they become culturally oriented to the United States. **Marilyn Nunez, 801-467-6060**

**Citizenship test practice - Friday 9:00 a.m. or by appointment**

### **Granite Peaks**

Citizenship preparation classes offered. Multiple locations. **385-646-5447**, <http://www.granitepeaks.org/>

### **English Skills Learning Center**

631 West North Temple, Suite 70, Salt Lake City, UT 84116

**Catherine Barnhart**, Executive Director, **801-328-5608**, [c.barnhart@eslcenter.org](mailto:c.barnhart@eslcenter.org)

**Beth Garstka**, Volunteer Coordinator, **801 328-5608**, [b.garstka@eslcenter.org](mailto:b.garstka@eslcenter.org)

### **Elderly Refugee Citizenship Program**

**Catholic Community Services, 801-759-6165**     **AAU, 801-467-6060 x 275**

745 East 300 South

Salt Lake City, Utah 84102

1588 South Major Street

Salt Lake City, Utah 84115



# Law Enforcement

## In an emergency, call 911

Salt Lake County Sheriff's Office non-emergency 801 743-7000,  
<http://www.slsheriff.org>

Salt Lake City Police, Dispatch, 801-799-3000, <http://www.slcpd.com/>

### South Salt Lake Police, Dispatch, 801-840-4000

2835 South Main Street, South Salt Lake, UT 84115

Phone: **801-412-3600**, Hours: Monday - Thursday, 7:00 am to 6:00 pm.

<http://www.ssl.state.ut.us/police/police.html>

### West Valley Police, Dispatch, 801-840-4000

3575 South Market Street, West Valley City, UT 84119

Phone: **801-963-3300**, Hours: Monday - Thursday, 7:00 am to 6:00 pm

<http://www.wvc-ut.gov/index.asp?NID=24>

### Murray Police, Dispatch, 801-840-4000

5025 South State Street, Suite 206, Murray, Utah 84157-0520

Phone **801-264-2673**, Hours: Monday – Friday, 8:00 am to 5:00 pm

<http://www.murray.utah.gov/default.aspx?id=2848>

### Taylorsville Police, Dispatch, 801-743-7000

2600 W Taylorsville Blvd (5400 South), Taylorsville, Utah, 84118

Phone: **801-955-2000**, Hours: Monday – Friday, 8:00 am to 5:00 pm

<http://www.taylorsvillecity.com/police.main.html>

### West Jordan Police, Dispatch, 801-840-4000

8040 South Redwood Road, West Jordan, Utah 84088

Phone: **801-256-2000**

<http://www.wjordan.com/Police.aspx?pgID=3.13>

### Sandy Police Department, Dispatch, 801-840-4000

10000 S Centennial Parkway, Sandy, Utah 84070

Phone: **801-568-7200**, Hours: Monday – Friday, 8:00 am to 5:00 pm

<http://sandy.utah.gov/government/police-department/how-to-contact-us.html>

### Metro Jail, 801-743-5500

3415 South 900 West, Salt Lake City, UT 84119

<http://www.slsheriff.org/metrojail/index.html>

# List of Interpreters

## **Salt Lake County**

<http://www.diversity.slco.org/interpreter/interpretList.html>

## **Bridging the Gap Medical Interpreting Training**

Department of Health

Jelena Pasalic

801 350-8136, [jaasalic@utah.gov](mailto:jaasalic@utah.gov)

## **Interpretive Services at the Refugee Center at Asian Association**

Polina Konnonuchkova, Interpreter Coordinator

801 412-0577 ext 209, 801 599-3947, [polinak@aau-slc.org](mailto:polinak@aau-slc.org)

## **Interpreting Services for IRC clients only**

Ali Abdulmajeed

231 East 400 South #50

801 328-1091 x 102, [ali.abdulmajeed@theirc.org](mailto:ali.abdulmajeed@theirc.org)

Following is the link for information accessing or becoming a court certified interpreter

<http://www.utcourts.gov/resources/interp/>

## **Refugee Interpretive Service – UDOH TB and Refugee Health Program**

The Utah Department of Health, TB and Refugee Health Program provides a 40 – hour basic / intermediate training course called “Bridging the Gap”.

There is no registration fee to attend this training and the course materials will be provided free of charge. However, participants will be expected to attend the course in its entirety. In addition to being fluent in English, all applicants **MUST** be fluent in a second language and must be willing to act as medical interpreters. Priority will be given to applicants who work within the refugee health, Tuberculosis control, HIV, STD & Hepatitis prevention setting.

All participants who attend the entire forty-hour training and successfully complete the final exam will receive a certificate of completion.

The basic/intermediate course prepares bilingual individuals to work as medical interpreters in hospital and clinic settings. The course covers:

- Basic interpreting skills. Role, ethics, conduit, and clarifier interpreting, managing the flow of the session, intervening, sight translation, and memory development.
- Information on health care. Introduction to the health care system, how doctors think, anatomy, common health problems, basic medical procedures.
- Culture in interpreting. Self-awareness, basic characteristics of specific cultures, traditional health care in specific communities, culture-brokering.
- Communication skills for advocacy. Listening skills, communications styles, appropriate advocacy.
- Professional development.

If you need more information about “Bridging the Gap” training please call:

**Jelena Pasalic @ 801-350-8136 [jpasalic@utah.gov](mailto:jpasalic@utah.gov)** or

**Edwin Espinel @ 801-538-9480 [eespinel@utah.gov](mailto:eespinel@utah.gov)**

# Cultural Performers

## **Africa Heartwood Project USA**

Andy@africaheartwoodproject.org

(801) 688-1015

www.africaheartwoodproject.org

## **The Best of Africa Cultural Group**

Valentine Mukundente      **801 706-1227**

Jackie Mukasafari      **801 635-8784**

## **Rocker**

Bawmu H. Everest      **801-833-9584**

## **Myanmar Dancers**

Ler Wah      **801 759-5328**      **qarroehoover@gmail.com**

## **Ethiopian Dance Troupe**

Ethiopian Community Association of Utah

Mike Mamo      **801 502-5164**      **mikesmamo@gmail.com**

## **Liberian Dance Ambassadors**

Liberians United in Utah, Inc.

Phillip or Newton      **801 347-4650**

## **Jambo Africa**

Burundi Drummers

Alex Ngentangentakuriyo      **801 548-7621**      **binjesus25@yahoo.com**

## **Bazeen**

**Raj Harrous**      **801 955-9495 or 801 548-4483**